

CompuServe Information Service Subscription Information

Here are answers to the most common questions new users have about the CompuServe Consumer Information Service. This information is accurate as of October 1, 1983. CompuServe reserves the right to modify any of its services, offerings, rates, operating rules and service terms at any time in an effort to provide the highest quality information service possible.

What do I get free on CompuServe?

Within your package, you will find a FREE CompuServe SNAPAK containing a User ID number and secret password good for a sample subscription to the CompuServe Consumer Information Service. Included is one FREE Standard Service connect hour at 300 baud, plus the opportunity to sign up as a CompuServe active subscriber without any initial subscription charge. As an active subscriber, in addition to having full retrieval capabilities you will receive a FREE monthly copy of our UPDATE newsletter which is dedicated to helping you get the most from your Consumer Information subscription and a FREE introductory subscription to our TODAY magazine which keeps you informed on videotex and computer industry news.

How can I become an active subscriber after I use my free sample subscription time?

You may become an active subscriber during your sample subscription hour or up to 90 days afterwards by logging into the Consumer Information Service and entering your subscription information which includes your name, billing address, telephone number and billing option. Whether you subscribe during your sample subscription hour or after, once you have completed your on-line information CompuServe will generate and mail a "second" password to you at the address you entered. (This second password will be effective the date printed on the password sheet.) To complete your subscription process, fill in the "Service Agreement" found in your SNAPAK, sign and mail it in the postage-paid envelope also found in the SNAPAK. If you have followed all the on-line subscription instructions, you will become an active subscriber upon the effective date of your "second" password.

How am I billed for using CompuServe?

Active subscribers are to have a billing mailing address within the 50 United States, Puerto Rico or Canada. Connect time, purchases, supplementary communications surcharges, and/or premium program charges are totalled and billed once a month. You have the following billing options:

- VISA
- MasterCard
- CHECKFREE (U.S. and Puerto Rico subscribers only)

The VISA or MasterCard option allows your charges to be sent to your VISA or MasterCard account and billed each month on your normal VISA or MasterCard statement. The CHECKFREE option allows your bank to pay your CompuServe charges each month from your bank checking account, after you receive a billing notice from CompuServe. Active subscribers can view their billing detail while on line by selecting "Reviewing Your Charges" under the User Information menu.

What are the CompuServe Consumer Information Service Rates?

You will find rates information on the reverse side of this sheet, current as of the date of printing. You will find the most current rates on line under User Information.

Do I have to dial long distance to access CompuServe?

No, not if you live within the local dialing radius of one of the many CompuServe network locations found in most major metropolitan areas within the continental United States. A list of CompuServe network telephone numbers has been included with your SNAPAK. To active subscribers, CompuServe also provides access to the Information Service through supplementary networks. Unlike the CompuServe network which does not incur any additional charge, access through a supplementary network will incur a communications surcharge. The most current information on all the networks can be found on line under User Information.

At what baud rate should I set my modem to use the CompuServe Consumer Information Service?

Your computer or terminal and modem should be set at 110 through 300 baud. Communications at 1200 baud is available to active subscribers at a higher connect hour rate.

What are the times I can use CompuServe?

While using your sample subscription, you can access during Standard Service hours from 6 p.m. to 5 a.m. Monday through Friday, all day on weekends and announced CompuServe holidays. Additionally, active subscribers can access during the Prime Service hours of 8 a.m. to 6 p.m. Monday through Friday at a higher connect hour rate and upon the effective date of your second password.

Are there any instructional guides I can purchase?

Active subscribers can purchase instructional guides, CompuServe VIDTEX software and other CompuServe products while on line and have them sent to the address we have on file. While using your sample subscription, you can view the items available and their descriptions.

Once I become an active subscriber, where can I get help if I need it?

There are a variety of ways to get assistance, many on line! Our more seasoned subscribers have found the the Special Interest Groups (SIGS) can be a wealth of information on specific topics and the CB Simulator service provides "live" communications with other users who often are eager to help. At most prompts on the service, you can obtain information and/or instructions by entering the word "HELP." If you need assistance from CompuServe, we have a Customer Service staff available between 8 a.m. and midnight Monday through Friday, and between 2 p.m. and midnight on weekends. Customer Service can also be reached via FEEDBACK found under User Information (you are not billed for connect time while in FEEDBACK). Your questions will be answered via EMAIL to your User ID number within just a few days. Your most immediate problems can be handled by calling Customer Service at the following numbers.

614/457-8650 from within Ohio and from outside the contiguous U.S.
800/848-8990 from outside Ohio and within the contiguous U.S.

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CompuServe Consumer Information Service Rates

Effective September 25, 1983

Connect Rates (per connect hour)

	Prime	Standard
Up to 300 baud:		
U.S. and Canada	\$12.50	\$ 6.00
1200 baud:		
U.S. and Canada	\$15.00	\$12.50

Connect time is billed in one minute increments, with a minimum of one minute per session. All rates exclude local telephone charges (e.g., message units, long distance, etc.).

Communications Surcharges

	Prime	Standard
CompuServe number	none	none
TELENET®:		
from contiguous U.S.	\$10.00/hr.	\$ 2.00/hr.
TYMNET®:		
from contiguous U.S.	10.00/hr.	2.00/hr.
from Alaska	20.00/hr.	20.00/hr.
from Hawaii	10.00/hr.	10.00/hr.
from Puerto Rico	15.00/hr.	15.00/hr.
DataPac (through TYMNET or TELENET)		
from Canada	8.00/hr.	8.00/hr.

Communications surcharges apply only when the respective communications telephone line is used for connection. Each location has the option of dialing through its local TYMNET, DataPac, TELENET or CompuServe network access number.

On-Line Disk Storage Charges

First 128,000 characters	none
Additional 64,000 characters	\$ 4.00/week (optional)

Premium Program Charges

Some programs have transaction charges in addition to connect time charges (e.g., MicroQuote®, Quick Quote®, Value Line Database II, Energy, etc.). Transaction charges are described in the on-line introductory information, upon selection of a particular service.

Line Printer Charges

(standard form size - 14 7/8" x 11")	
per page	\$.12
postage & handling	1.50
minimum charge	4.00

Miscellaneous Charges

Billing Detail	\$ 3.50/report
Returned Check	10.00 each
Returned CHECKFREE Payment & Request (for non-sufficient funds)	10.00/year

The customer is responsible for and will be charged for any overdue account collection expense, including, but not limited to, agent fees, attorney fees, court costs and other associated expenses.

Billing Options

MasterCard and VISA Your Information Service charges are reported to your VISA or MasterCard account, whichever you select. Each month, you will see your CompuServe usage charges on your charge card statement. You make payment to your VISA or MasterCard account. There is no CompuServe billing service charge for this option.

CHECKFREE All charges are reported on a payment notice and mailed to you each month well in advance of the payment date. CHECKFREE, on the precise day indicated on the payment notice, sends an electronic request to your bank and asks that your Information Service payment be made from your checking account (not savings account). Afterwards, your bank will indicate this payment on your checking account statement. You will need to provide CompuServe with the name and address of your bank, your checking account number and the bank's Routing Transit number. There is no CompuServe or bank service charge for this billing option. CHECKFREE is available to subscribers with U.S. address only.

Hours of Operation

(determined by local time at location of network connection)

Prime Service: 8 a.m. to 6 p.m. weekdays.

Standard Service: 6 p.m. to 5 a.m. weekdays, all day Saturdays, Sundays and announced CompuServe holidays.

Service between 5 a.m. and 8 a.m. weekdays is on an as-available basis.

You can purchase the CompuServe Information Service at participating computer stores across the country. Check with the computer store nearest you, or contact CompuServe at 800/848-8199 or 614/457-0802.

All charges on this rate sheet and over the CompuServe Information Service are listed and payable in U.S. funds.

All information and rates are subject to change without prior notice. For the most current information, select User Information from the main menu of the service.

TYMNET® is a registered trademark of TYMNET Incorporated.

TELENET® is a registered trademark of GTE TELENET.

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Information Service

Access Numbers

CompuServe's network is the fastest, most reliable method of accessing the CompuServe Information Service and is available at no additional communications surcharge.

Since the CompuServe network is constantly expanding you should check the access telephone numbers found on-line under

the User Information menu to get the latest additions. The CompuServe Information Service also can be accessed through other supplemental networks and generate a communications surcharge.

These numbers are current as of October 1, 1983.

LOCATION	300 BAUD	LOCATION	300 BAUD	LOCATION	300 BAUD	LOCATION	300 BAUD
Alabama		Orlando	305 273-8780	Saginaw	517 893-1161	Tulsa	918 585-2730
Birmingham	205 879-2280	Tallahassee	904 222-4144	Minnesota	612 375-9163	Ontario	
Huntsville	205 536-4405	Tampa	813 875-0633	Minneapolis		Toronto	416 366-1869
Arkansas		Georgia		Missouri		Oregon	
Little Rock	501 666-8464	Atlanta	404 237-8113	Kansas City	816 474-3770	Portland	503 232-1072
Arizona		Atlanta	404 237-3003	St. Louis	314 432-7585	Pennsylvania	
Phoenix	602 256-2951	Augusta	404 733-0346	Jackson	601 982-0463	Allentown	215 776-6960
Phoenix	602 256-2982	Iowa		North Carolina		Erie	814 453-3624
Tucson	602 748-2004	Des Moines	515 270-1581	Charlotte	704 333-6654	Harrisburg	717 657-9633
British Columbia		Idaho		Greensboro	919 373-1635	Philadelphia	215 563-0814
Vancouver	604 687-6043	Boise	208 384-5666	Raleigh	919 872-8130	Pittsburgh	412 391-8818
California		Boise	208 384-5660	Nebraska		Reading	215 374-4110
Anaheim	714 991-8060	Illinois		Omaha	402 895-5288	Rhode Island	
Fresno	209 252-1892	Chicago	312 443-1250	New Hampshire		Providence	401 781-8500
Irvine	714 851-9612	Lombard	312 963-0680	Merrimack	603 883-0884	South Carolina	
Long Beach	213 591-8392	Springfield	217 522-5101	New Jersey		Charleston	803 762-1740
Los Angeles	213 739-8906	Indiana		Cherry Hill	609 665-6244	Columbia	803 798-7903
Mountain View	415 961-7242	Ft. Wayne	219 447-0573	Greenbrook	201 968-9000	South Dakota	
Newport Beach	714 851-9612	Indianapolis	317 638-2517	Hackettstown	201 852-8502	Rapid City	605 341-4580
Palo Alto	415 591-5591	Osceola	219 674-6971	Montclair	201 783-5400	Tennessee	
Pleasanton	415 846-0828	Kansas		Montclair	201 783-5500	Knoxville	615 673-8901
Rancho Bernardo	619 487-6648	Wichita	316 689-8765	Newark	201 484-2275	Memphis	901 452-8530
Riverside	714 359-7801	Kentucky		Parsippany	201 285-0368	Nashville	615 366-1947
Sacramento	916 971-4681	Lexington	606 255-8821	Parsippany	201 898-1935	Texas	
San Bernardino	714 381-3469	Louisville	502 581-9526	Princeton	609 683-4770	Austin	512 444-7234
San Diego	619 283-6021	Louisiana		New Mexico		Dallas	214 761-9040
San Francisco	415 956-4191	Baton Rouge	504 273-0184	Albuquerque	505 345-4551	Dallas	214 761-0599
San Jose	408 249-5361	New Orleans	504 948-9542	Nevada		El Paso	915 565-4661
San Mateo	415 591-5591	Shreveport	318 424-4460	Las Vegas	702 878-0056	Fort Worth	817 870-2461
Santa Clara	408 988-8762	Massachusetts		Reno	702 786-5803	Houston	713 225-2500
Stockton	209 463-8507	Amherst	413 256-8194	New York		Lubbock	806 763-5081
Thousand Oaks	805 497-3177	Boston	617 267-2569	Buffalo	716 837-9650	Midland	915 687-1464
Torrance	213 542-6936	Brockton	617 586-9803	Garden City	516 248-5923	San Antonio	512 435-3883
Van Nuys	213 892-7211	Burlington	617 272-3615	Hicksville	516 681-7240	Utah	
Colorado		Concord	617 371-0354	New York	212 758-4114	Salt Lake City	801 521-2890
Colorado Spgs	303 593-9200	Framingham	617 875-3814	Rochester	716 458-3460	Virginia	
Denver	303 629-5563	Hudson	617 568-8019	Selden	516 732-2198	Charlottesville	804 973-8815
Grand Junction	303 241-1885	Maynard	617 897-4779	Syracuse	315 463-6512	Hampton	804 245-0021
Connecticut		Medfield	617 359-7603	Tonawanda	716 692-2804	Norfolk	804 461-6128
Bridgeport	203 366-5555	Medway	617 533-2722	White Plains	914 428-9270	Richmond	804 358-8274
Hartford	203 236-2581	Mendon	617 478-0653	Ohio		Washington	
Stamford	203 358-0015	Springfield	413 734-7362	Akron	216 867-1237	Seattle	206 634-1713
Waterbury	203 573-0771	Waltham	617 890-0232	Canton	216 455-2516	Spokane	509 326-0515
Westport	203 222-1748	Westboro	617 366-1577	Cincinnati	513 721-2691	Wisconsin	
District of Columbia		Worcester	617 793-9839	Cincinnati	513 579-0908	Milwaukee	414 475-6935
Washington	202 822-8985	Maryland		Cleveland	216 771-0723	West Virginia	
Washington	202 452-8930	Baltimore	301 254-7113	Columbus	614 457-2105	Charleston	304 768-9700
Delaware		Michigan		Dayton	513 461-1064	Huntington	304 736-2331
Wilmington	302 652-8732	Ann Arbor	313 761-1202	Granville	614 587-0932	Parkersburg	304 422-4005
Florida		Detroit	313 964-4745	Toledo	419 255-8116	Wheeling	304 232-3589
Ft. Lauderdale	305 772-3240	Flint	313 238-6202	Oklahoma			
Jacksonville	904 246-9961	Kalamazoo	616 344-2298	Oklahoma City	405 946-4799		
Miami	305 667-3564	Lansing	517 321-2388				

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CompuServe Information Service Log-on Procedures

After your computer terminal is connected to a modem (and, if you are using a microcomputer, you are running a terminal emulator program), you are ready to connect to the CompuServe Information Service.

1. **Dial the CompuServe Information Service** access number for your area.
2. When you hear a continuous, high-pitched tone, properly **position the telephone handset in the acoustic coupler** or depress the data button on your modem. If you do not hear the tone hang up and redial.
3. To log on to the CompuServe Information Service, you need your User ID number and your secret password. With this information, **follow the procedures illustrated below** (user entries are underlined in the example):

Example

Enter a Control C. Usually this is accomplished by holding down the Control key while the C key is also pressed. Terminal keyboards vary; for further information see the instructions for the terminal software you are using or your personal computer dealer.

The CompuServe Information Service responds with USER ID. You **enter your personal User ID number** and press the ENTER key (carriage return key on some keyboards.) If there is no ENTER key or carriage return on your terminal, consult the manual for your personal computer or your personal computer dealer.

You are prompted for secret password. **Enter your password** and press ENTER. For security purposes, your password is a nonprinting entry (in full duplex).

NOTE: Unless you are told otherwise, your entries and lines of text will always end by pressing the ENTER key (a carriage return) which feeds the information you have just typed into the computer.

^C

User ID: 70000,11

Password:

CompuServe

5000 Arlington Centre Boulevard, Columbus, Ohio 43220/An H&R Block Company

2. REMOVE ALL STUBS BEFORE OPENING

CompuServe
Information Service
Snapak

Expiration date: June 1, 1985

Welcome to CompuServe

The enclosed User ID number and password enables you to access limited free use of the CompuServe Consumer Information Service during Standard Service hours. Standard Service is from 6 p.m. to 5 a.m., local time at point of network connection. This introductory time will expire 90 days after first logon.

Before you Begin

CompuServe recommends that you review the accompanying materials for log-on instructions, the telephone number for your area and other important information before accessing the Service.

How to Subscribe

If you wish to subscribe to the CompuServe Consumer Information Service during or after using your introductory time, complete **BOTH** of the following steps:

- 1) Enter the sign-up information while on-line.
- 2) Complete, sign and return the enclosed Service Agreement.

This Package Contains:

- your CompuServe User ID number
- your secret Password
- your personal Serial Number
- Service Terms and Conditions
- Service Agreement
- postage paid return envelope

To Obtain Assistance

For assistance, you may call Customer Service between 8 a.m. and midnight (Eastern Time) weekdays and 2 p.m. to midnight on weekends at 614/457-8650 within Ohio or 800/848-8990 from outside Ohio.

About Your Password

Please keep your User ID number in a secure place — separate from your password. CompuServe recommends that you change your password often, using two non-related words with a symbol, such as BOAT%TOUCH, for optimum security. **Never give your password to anyone** verbally or over the Service.

Snapak Expiration Date

The User ID number enclosed within this Snapak will expire on the date shown above. You may trade in an expired Snapak for a valid Snapak by contacting CompuServe Customer Service.

Warning

The enclosed information is **HIGHLY CONFIDENTIAL**. This package should be opened only by customer after purchase and its contents kept confidential by customer.

CompuServe

5000 Arlington Centre Boulevard
P.O. Box 20212
Columbus, Ohio 43220
An H&R Block Company

Serial Number
00644160